GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
GOED	1 0	32 9	1 0	34 9
Customer Company Total	1 0	32 9	1 0	34 9

GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
GOED	1 0	32 5	1 1	34 6
Customer Company Total	1 0	32 5	1 1	34 6

GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
GOED	1 0.13	32 0.69	1 1.26	34 0.69
Customer Company Total	1 0.13	32 0.69	1 1.26	34 0.69

GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
GOED	1 0	32 6	1 1	34 7
Customer Company Total	1 0	32 6	1 1	34 7

Enterprise Incident Report March 2011
As of 4/4/2011

GOED

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
GOED	1 0.13	32 2.45	1 5.02	34 2.46
Customer Company Total	1 0.13	32 2.45	1 5.02	34 2.46

GOED

Detail

Incident	Requester	Category	Type	Item	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000270817	David M Williams	Application	Error	ZENworks for Desktops			No	0.77		
	Capitol Desktop Support	Tracy Goble	GOED		Low	Closed			Yes	6.81
INC000000270820	Barbara Bloedorn	Application	Error	ZENworks for Desktops			No	0.75		
	Capitol Desktop Support	Tracy Goble	GOED		Low	Closed			Yes	6.81
INC000000270981	Chad Davis	Application	Error	ZENworks for Desktops			No	0.32		
	Capitol Desktop Support	Tracy Goble	GOED		Low	Closed			No	5.53
INC000000271197	Michael Sullivan	Application	None	Novell GroupWise			No	0.11		
	Application Services	Tony Larsen	GOED		Low	Closed			No	1.74
INC000000271629	Chad Davis	Application	Reporting	Novell GroupWise			No	0.95		
	Application Services	Tony Larsen	GOED		Low	Closed			No	1.24
INC000000272315	Michael Sullivan	Application	None	Novell GroupWise			Yes	1.26		
	Application Services	Tony Larsen	GOED		Medium	Closed			Yes	5.02
INC000000272319	Michael Sullivan	Application	None	Novell GroupWise			Yes	1.23		
	Application Services	Tony Larsen	GOED		Low	Closed			No	4.96
INC000000272514	Chad Davis	None	None	None			No	0.34		
	Help Desk	Sarah Johnson	GOED		Low	Closed			No	1.58
INC000000273027	Barbara Bloedorn	Print/Copy/Scan/Fax	Paper Jam	None			Yes	1.19		
	Capitol Desktop Support	Scott Wunderlich	GOED		Low	Closed			Yes	6.41
INC000000273331	Leela Beaudry	Print/Copy/Scan/Fax	Error Code	None			Yes	8.25		
	Capitol Desktop Support	Chad Poll	GOED		Low	Closed			Yes	9.72
INC000000275252	Leela Beaudry	PC/Laptop	Performance	None			No	0.11		
	Capitol Desktop Support	Chad Poll	GOED		Low	Closed			Yes	6.25
INC000000277110	Clark Caras	Print/Copy/Scan/Fax	Incident	None			No	0.00		
	Metro A Desktop Support	Burton Brown	GOED		Low	Closed			No	0.03
INC000000277306	Sharon Cox	Telecom	Voice Mail	None			No	0.42		
	Voice Operations	Annette Nielsen	GOED		Low	Closed			No	0.52
INC000000277527	Mary Ann Wright	Application	Error	None			Yes	2.36		
	Capitol Desktop Support	Scott Wunderlich	GOED		Low	Closed			No	2.54
INC000000277930	Barbara Bloedorn	Application	None	Novell GroupWise			No	0.50		
	Application Services	Martin Gonzalez	GOED		Low	Closed			No	1.72
INC000000279001	Tamy Dayley	Application	Password	Novell GroupWise			No	0.08		
	Metro A Help Desk	Cindy Schroeder	GOED		Low	Closed			No	0.13

GOED

INC000000279762	Suzanne Redington	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	GOED	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279851	Amy Hamblin	None	None	None		TIR Missed: No	TIR:	0.08
	Help Desk	Sarah Johnson	GOED	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000280245	Gary Harter	Mobile Devices	Error	BlackBerry Enterprise Server		TIR Missed: No	TIR:	0.57
	Help Desk	Sarah Johnson	GOED	Low	Resolved	TTR Missed: No	TTR:	1.06
INC000000281706	Ricky Flores	Application	Error	Dreamweaver		TIR Missed: No	TIR:	0.27
	Metro B Hosting	Cordell Measells	GOED	Low	Resolved	TTR Missed: No	TTR:	4.43
INC000000283317	Sharon Cox	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000283591	Clark Caras	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000284510	Trevor Snarr	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	GOED	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000284795	Diane Wilson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Yong Hui No	GOED	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000284921	Ricky Flores	None	None	None		TIR Missed: No	TIR:	0.70
	Application Support	Yong Hui No	GOED	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000285897	Kelly Day	Application	Password	Contribute		TIR Missed: No	TIR:	0.96
	Application Support	Yong Hui No	GOED	Low	Closed	TTR Missed: No	TTR:	0.97
INC000000286109	Sue Watson	Application	Error	None		TIR Missed: No	TIR:	0.13
	Capitol Hosting	Mike Tyrrell	GOED	High	Resolved	TTR Missed: No	TTR:	0.13
INC000000286618	Tammy Goetz	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000286620	Sophia Dicaro	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000286958	Gary Harter	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	1.15
	Application Services	Tony Larsen	GOED	Low	Resolved	TTR Missed: Yes	TTR:	6.23
INC000000287483	Lorraine Daly	Application	Error	None		TIR Missed: No	TIR:	0.67
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: No	TTR:	4.56
INC000000287592	Chuck Spence	Application	Error	PDF Complete		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000288231	Patricia Denny	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	GOED	Low	Resolved	TTR Missed: No	TTR:	0.00

GOED

INC000000288551	Leela Beaudry	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.26
	Metro A Help Desk	Ed Conrad	GOED	Low	Resolved	TTR Missed: No	TTR:	3.40